



Encounter Data Rate Benchmarking Study:
MCO HEDIS® 2014 Rates Versus Plan Encounter Data Calculated Rates

Prepared on Behalf of The
Commonwealth of Kentucky
Department for Medicaid Services
Division of Program Quality and Outcomes

January 2015

Table of Contents

BACKGROUND AND INTRODUCTION	1
METHODOLOGY	2
FINDINGS	3
CoventryCares of Kentucky	3
Children and Adolescents' Access to Primary Care Practitioners (CAP)	4
Adults' Access to Preventive/Ambulatory Health Services (AAP)	4
Breast Cancer Screening (BCS)	4
Annual Dental Visit (ADV).....	4
Passport Health Plan.....	5
Children and Adolescents' Access to Primary Care Practitioners (CAP)	6
Adults' Access to Preventive/Ambulatory Health Services (AAP)	6
Breast Cancer Screening (BCS)	6
Annual Dental Visit (ADV).....	6
WellCare of Kentucky	7
Children and Adolescents' Access to Primary Care Practitioners (CAP)	8
Adults' Access to Preventive/Ambulatory Health Services (AAP)	8
Breast Cancer Screening (BCS)	8
Annual Dental Visit (ADV).....	8
Humana-CareSource.....	9
Children and Adolescents' Access to Primary Care Practitioners (CAP)	10
Adults' Access to Preventive/Ambulatory Health Services (AAP)	10
Breast Cancer Screening (BCS)	10
Annual Dental Visit (ADV).....	10
LIMITATIONS	11
NEXT STEPS	12
REFERENCES	12
APPENDIX 1 – MCO Measure Benchmarking Figures	
APPENDIX 2 – MCO Member Level Discrepancy Summary	

List of Tables

Table 1: HEDIS® 2014 and Encounter Data Calculated Rates – CoventryCares of Kentucky	3
Table 2: HEDIS® 2014 and Encounter Data Calculated Rates – Passport Health Plan	5
Table 3: HEDIS® 2014 and Encounter Data Calculated Rates – WellCare of Kentucky	7
Table 4: HEDIS® 2014 and Encounter Data Calculated Rates – Humana-CareSource	9

BACKGROUND AND INTRODUCTION

The Healthcare Effectiveness Data and Information Set (HEDIS^{®1}) was developed and is maintained by NCQA, a not-for-profit organization committed to assessing, reporting and improving the quality of care provided by organized delivery systems. HEDIS[®] is the most widely used set of performance measures in the managed care industry. Coventry Health and Life Insurance Company (doing business as CoventryCares of Kentucky), WellCare of Kentucky, Passport Health Plan and Humana-CareSource were required by the Kentucky Department for Medicaid Services (DMS) to report HEDIS[®] measure results for the Medicaid product line to the National Committee for Quality Assurance (NCQA) in 2014. Anthem Blue Cross Blue Shield was not required to submit HEDIS[®] data since the MCO began operations in January 2014 and did not have the required membership for this reporting period. The managed care organizations' (MCOs') reported HEDIS[®] data are used for purposes of monitoring quality of and access to care, as well as for NCQA accreditation of the Medicaid product line, which is also a DMS contract requirement.

Island Peer Review Organization (IPRO) serves as the Medicaid external quality review organization (EQRO) for the Commonwealth of Kentucky. As the EQRO, IPRO receives extracts of MCO submitted encounter data from DMS. Encounter data are received on a monthly basis and are loaded into a SAS^{®2} (version 9.3; Cary, NC, USA) data warehouse at IPRO.

As one of the optional Medicaid managed care external quality review (EQR) activities, DMS requested that IPRO conduct an encounter data validation project. The topic chosen was an analysis of select MCO HEDIS[®] 2014 measures to evaluate MCO encounter data completeness in the IPRO data warehouse, the HEDIS[®] "benchmarking" project. IPRO accomplished this by creating SAS programs using the HEDIS[®] technical specifications to calculate HEDIS[®] measure rates using the encounter data from the EQRO data warehouse. The results were compared to the rates submitted by the MCOs to NCQA for their annual HEDIS[®] reporting. The four HEDIS[®] measures selected were: Breast Cancer Screening (BCS), Annual Dental Visit (ADV), Children and Adolescents' Access to Primary Care Practitioners (CAP) and Adults' Access to Preventive/Ambulatory Health Services (AAP).

In order to evaluate the completeness and accuracy of the IPRO data warehouse, this HEDIS[®] "benchmarking" project aimed to compare the HEDIS[®] measure rates calculated by IPRO using MCO submitted encounter data to the HEDIS[®] measure rates calculated by the MCOs. Specifically, the project aimed to validate that the data contained in the encounter data warehouse were consistent with the health plan data with regard to fields including, but not limited to: member eligibility and enrollment dates, dates of service, diagnosis codes and procedure codes. The overarching goal was to identify inconsistencies and improve the quality of the data in the data warehouse so that DMS may use the encounter data to reliably calculate measures of quality and cost, and for rate setting.

¹ HEDIS[®] is a registered trademark of NCQA.

² SAS is a registered trademark of SAS Institute, Inc.

METHODOLOGY

Each year, health plans submit their HEDIS® data to NCQA via a secure, web-based electronic tool known as the HEDIS® Interactive Data Submission System (IDSS). In order to conduct this task, IPRO received from DMS an electronic version of each MCO's 2014 HEDIS® IDSS populated with all of their Medicaid product line measure data. These data provided the baseline for comparison.

To calculate HEDIS® rates independently of the MCOs' rates, IPRO followed NCQA's *HEDIS® 2014 Volume 2: Technical Specifications* in order to develop SAS programs for the four measures included in this study. IPRO then calculated the selected HEDIS® measures, namely Breast Cancer Screening (BCS), Annual Dental Visit (ADV), Children and Adolescents' Access to Primary Care Practitioners (CAP) and Adults' Access to Preventive/Ambulatory Health Services (AAP), using the MCO encounter data within the IPRO encounter data warehouse.

These encounter data calculated rates were compared to the HEDIS® rates reported by the MCOs to NCQA and DMS. The results are displayed in Appendix 1.

In the next step of the project IPRO requested member level data from each MCO for each of the measures. Breast Cancer screening was not requested since most of the MCOs did not report this measure due to lack of continuous enrollment. The member level data included an indicator for whether or not the member was numerator compliant. These files were then compared to the IPRO member level data obtained from the data warehouse. Discrepancy files were provided to each of the MCOs to report on the reason for the difference between the results of the MCO HEDIS data and IPROs data warehouse.

A spreadsheet with four worksheets was provided to the MCOs that contained a sample of 25 members for each measure. These worksheets were:

Den_HEDIS-Members found in the HEDIS Member Level denominator that were not identified in the KY/IPRO Data Warehouse denominator

Den_KYDW-Members found in the KY/IPRO Data Warehouse denominator that were not identified in the HEDIS Member Level Data denominator

Num_HEDIS-Members found in both HEDIS Member Level Data and KY/IPRO Data Warehouse denominators that were identified as having a numerator event in HEDIS Member Level Data files and not through KY/IPRO Data Warehouse encounter data

Num_KYDW-Members found in both HEDIS Member Level Data and KY/IPRO Data Warehouse denominators that were identified as having a numerator event in KY/IPRO Data Warehouse encounter data files and were not identified as numerator hits in the HEDIS Member Level Data

The MCOs provided responses to this data request and the summary can be found in Appendix 2.

FINDINGS

The tables in this section and the figures in Appendix 1 display the comparisons between the MCOs' reported rates and the encounter data calculated rates. The findings are described below.

CoventryCares of Kentucky

The results of the comparison for HEDIS® 2014 are shown in Table 1.

Table 1: HEDIS® 2014 and Encounter Data Calculated Rates – CoventryCares of Kentucky

Measure ¹	HEDIS® 2014 Denominator ²	HEDIS® 2014 Numerator ²	HEDIS® 2014 Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	Significance ⁴
CAP (Ages 12–24 Months)	6,189	5,908	95.46%	6,259	5,934	94.81%	NS
CAP (Ages 25 Months–6 Years)	31,285	28,914	92.42%	31,887	28,615	89.74%	SS
CAP (Ages 7–11 Years)	22,982	22,423	97.57%	23,433	22,430	95.72%	SS
CAP (Ages 12–19 Years)	27,219	26,237	96.39%	27,652	26,170	94.64%	SS
AAP (Ages 20–44 Years)	18,596	16,073	86.43%	23,928	20,445	85.44%	NS
AAP (Ages 45–64 Years)	11,637	10,725	92.16%	19,213	17,683	92.04%	NS
AAP (Ages 65+ Years)	207	179	86.47%	9,700	9,018	92.97%	NS
Breast Cancer Screening (BCS)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Annual Dental Visit-Total (ADV)	96,569	57,186	59.22%	98,235	57,758	58.80%	NS

¹ CAP – Children and Adolescents' Access to Primary Care Practitioners; AAP – Adults' Access to Preventive/Ambulatory Health Services.

² These are the data the MCO reported to NCQA for HEDIS® 2014.

³ These are the data derived from the encounter data.

⁴ Indicates whether the difference in rates was statistically significant.

N/A: not applicable, MCO did not report; SS: statistically significant; NS: not significant.

To test for any differences in proportions, chi-square analyses were employed for all comparative analyses. Statistical significance was established using a p value of .001. Chi square tests produce p values, which help determine whether differences in rates are statistically significant.

Overall, there were statistically significant differences for three of eight measure rates.

Children and Adolescents' Access to Primary Care Practitioners (CAP)

The difference between the MCO-reported and encounter-calculated rates for the 12–24-months age group was not considered statistically significant, while the three other age groups in this measure showed significant differences when the plan reported rates and rates calculated using encounter data were compared. It should be noted that the numerators, denominators and rates in the two data sets were very similar for all CAP measure age groups.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

The encounter calculated denominators for each age group were much higher than the denominators reported by CoventryCares of Kentucky for HEDIS® 2014. As expected, the numerators were also higher since there were more members in the denominators. While differences between the rates for all three adult age groups were considered not statistically significant, the encounter-calculated rate for the 65+ year age group was more than 6 percentage points higher than the MCO-reported rate. Most notably, the denominator for the 65+ age group was more than 9,500 greater than the HEDIS® reported denominator.

Breast Cancer Screening (BCS)

This measure requires a two-year enrollment period, and therefore, was not reported by CoventryCares of Kentucky since no members met the continuous enrollment criteria.

Annual Dental Visit-Total (ADV)

The difference in the two rates was not statistically significant. The denominator and numerator were similar between the plan-reported HEDIS® data and the encounter data. The actual rates were within approximately 0.50 percentage points of each other.

Passport Health Plan

The results of the comparison for HEDIS® 2014 are shown in Table 2.

Table 2: HEDIS® 2014 and Encounter Data Calculated Rates – Passport Health Plan

Measure ¹	HEDIS® 2014 Denominator ²	HEDIS® 2014 Numerator ²	HEDIS® 2014 Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	Significance ⁴
CAP (Ages 12–24 Months)	4,290	4,228	98.55%	4,652	4,374	94.02%	SS
CAP (Ages 25 Months–6 Years)	18,263	16,802	92.00%	24,693	15,975	64.69%	SS
CAP (Ages 7–11 Years)	14,173	13,422	94.70%	18,198	14,014	77.01%	SS
CAP (Ages 12–19 Years)	16,745	15,732	93.95%	20,510	16,447	80.19%	SS
AAP (Ages 20–44 Years)	7,954	7,194	90.45%	12,532	8,766	69.95%	SS
AAP (Ages 45–64 Years)	6,452	6,115	94.78%	10,559	8,710	82.49%	SS
AAP (Ages 65+ Years)	162	151	93.21%	3,842	3,237	84.25%	NS
Breast Cancer Screening (BCS)	2,329	1,380	59.25%	9,347	3,332	35.65%	SS
Annual Dental Visit-Total(ADV)	55,829	36,556	65.48%	69,402	37,748	54.39%	SS

¹ CAP – Children and Adolescents' Access to Primary Care Practitioners; AAP – Adults' Access to Preventive/Ambulatory Health Services.

² These are the data the MCO reported for HEDIS® 2014.

³ These are the data derived from the encounter data.

⁴ Indicates whether the difference in rates was statistically significant (SS).

SS: statistically significant; NS not significant.

To test for any differences in proportions, chi-square analyses were employed for all comparative analyses. Statistical significance was established using a p value of .001. Chi square tests produce p values, which help determine whether differences in rates are statistically significant.

Overall, it is notable that the differences for eight of nine measure rates were statistically significant.

Children and Adolescents' Access to Primary Care Practitioners (CAP)

For the CAP measure, all four age groups' rates reflected statistically significant differences between the two rates. Additionally, the denominators were much higher in the encounter data than in the MCO HEDIS® data while the numerators were more similar. As a result, the encounter-calculated rates were substantially lower than the plan-reported rates. The numerators, denominators and rates for the 12–24-month age group were the most similar.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

The rates for the AAP measure demonstrated statistically significant differences for two of three age groups, the exception being the 65+ age group. Similar to the CAP measure, for the AAP measure, the encounter data denominators for all three age groups were much higher than in the HEDIS® data. Although the rates for the 65+ year age group were not significantly different, there was a large difference between the two denominators and the two numerators.

Breast Cancer Screening (BCS)

The rates for the BCS measure displayed a statistically significant gap. Similar to the CAP and AAP measures, the denominator in the encounter data was substantially higher than in the plan-reported data. The encounter-calculated rate was over 20 percentage points lower than the MCO-reported rate.

Annual Dental Visit-Total (ADV)

This fourth measure also showed a statistically significant difference between the two rates. Again, the encounter data denominator was much higher (approximately 13,000 members) when compared to the denominator for the HEDIS® data. The encounter- calculated rate was more than 10 percentage points below the MCO-reported rate.

WellCare of Kentucky

The results of the comparison for HEDIS® 2014 are shown in Table 3.

Table 3: HEDIS® 2014 and Encounter Data Calculated Rates – WellCare of Kentucky

Measure ¹	HEDIS® 2014 Denominator ²	HEDIS® 2014 Numerator ²	HEDIS® 2014 Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	Significance ⁴
CAP (Ages 12–24 Months)	8,126	7,969	98.07%	8,494	8,186	96.37%	SS
CAP (Ages 25 Months–6 Years)	33,200	30,881	93.02%	33,037	30,203	91.42%	SS
CAP (Ages 7–11 Years)	18,605	18,135	97.47%	18,952	18,090	95.45%	SS
CAP (Ages 12–19 Years)	22,277	21,487	96.45%	22,658	21,440	94.62%	SS
AAP (Ages 20–44 Years)	28,156	25,031	88.90%	28,608	25,193	88.06%	NS
AAP (Ages 45–64 Years)	25,312	23,914	94.48%	25,463	23,918	93.93%	NS
AAP (Ages 65+ Years)	9,307	8,796	94.51%	9,354	8,722	93.24%	SS
Breast Cancer Screening (BCS)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Annual Dental Visit-Total (ADV)	105,124	68,333	65.00%	107,669	64,148	59.58%	SS

¹ CAP – Children and Adolescents' Access to Primary Care Practitioners; AAP – Adults' Access to Preventive/Ambulatory Health Services.

² These are the data the MCO reported for HEDIS® 2014.

³ These are the data derived from the encounter data.

⁴ Indicates whether the difference in rates was statistically significant.

N/A: not applicable, MCO did not report; SS: statistically significant; NS not significant.

To test for any differences in proportions, chi-square analyses were employed for all comparative analyses. Statistical significance was established using a p value of .001. Chi square tests produce p values, which help determine whether differences in rates are statistically significant.

Overall, the differences between six of the eight rates were statistically significant, although all denominators and numerators were fairly similar.

Children and Adolescents' Access to Primary Care Practitioners (CAP)

While the differences between the rates for the four reported age groups were considered statistically significant, the denominators, numerators and the rates were very similar when comparing the encounter-calculated rates to the MCO-reported rates. In fact, each of the four rates was within 2 percentage points.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

Two of the three AAP numerators reflected differences between the encounter and MCO rates that were not statistically significant.

The denominators for the encounter data and MCO data were similar within 1,000 or fewer members as were the numerators. While the differences in the rates for the 20- 44 year and 45 – 64 year age groups were not statistically significant, the 65+ year age group rates were considered significantly different. The difference in the plan-reported rates and the encounter-calculated rates for the 20–44-year and 45–64-year age groups were 0.84 and 0.55 percentage points, respectively; while the rates for the 65+ year age group differed by 1.27 percentage points.

Breast Cancer Screening (BCS)

This measure requires a two year continuous enrollment period, and therefore, could not be reported by WellCare of Kentucky.

Annual Dental Visit-Total (ADV)

The difference between the two rates was considered statistically significant. The denominator for the MCO-reported rate was lower than the encounter-calculated rate denominator, while the numerator for the MCO-reported rate was higher than that of the encounter-calculated rate, resulting in rates that were more than 5 percentage points different.

Humana-CareSource

The results of the comparison for HEDIS® 2014 are shown in Table 4.

Table 4: HEDIS® 2014 and Encounter Data Calculated Rates – Humana-CareSource

Measure ¹	HEDIS® 2014 Denominator ²	HEDIS® 2014 Numerator ²	HEDIS® 2014 Rate ²	Encounter Denominator ³	Encounter Numerator ³	Encounter Rate ³	Significance ⁴
CAP (Ages 12–24 Months)	530	495	93.40%	546	445	81.50%	SS
CAP (Ages 25 Months–6 Years)	2,817	2,253	79.98%	2,859	1,812	63.38%	SS
CAP (Ages 7–11 Years)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CAP (Ages 12–19 Years)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
AAP (Ages 20–44 Years)	1,621	1,189	73.35%	1,623	1,044	64.33%	SS
AAP (Ages 45–64 Years)	1,086	870	80.11%	1,080	771	71.39%	SS
AAP (Ages 65+ Years)	559	468	83.72%	559	427	76.39%	SS
Breast Cancer Screening (BCS)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Annual Dental Visit-Total (ADV)	8,556	4,300	50.26%	8,669	797	9.19%	SS

¹ CAP – Children and Adolescents' Access to Primary Care Practitioners; AAP – Adults' Access to Preventive/Ambulatory Health Services.

² These are the data the MCO reported for HEDIS® 2014.

³ These are the data derived from the encounter data.

⁴ Indicates whether the difference in rates was statistically significant.

N/A: not applicable, MCO did not report measure; SS: statistically significant; NS not significant. To test for any differences in proportions, chi-square analyses were employed for all comparative analyses. Statistical significance was established using a p value of .001. Chi square tests produce p values, which help determine whether differences in rates are statistically significant.

Humana reported only six of the nine measures due to a lack of members meeting the continuous enrollment criteria. Overall, the differences for all six reported rates were statistically significant.

Children and Adolescents' Access to Primary Care Practitioners (CAP)

Humana-CareSource did not report this measure for the 7–11-year and 12–19-year age groups since these subgroups required a two-year membership and the plan was not serving Kentucky Medicaid for two years at the time of HEDIS® 2014 reporting.

The differences in rates for the two subgroups (age's 12-24 months and 25 months-6 years) were considered statistically significant. The encounter data and MCO denominators were similar, while the encounter data-calculated numerators were lower than the MCO-reported rates, which resulted in a lower rate for the encounter data calculated rates. The lower numerator for this measure could possibly be attributed differences in defining Primary Care Physicians, which is critical for this measure.

Adults' Access to Preventive/Ambulatory Health Services (AAP)

For this measure, the denominators for both the MCO-reported rates and calculated encounter data rates were extremely close, ranging from 0 to 6 points difference. In fact, the denominators for the 65+ year age group were identical. The encounter data-calculated numerators were lower for all three age groups, causing the encounter data rates to be lower than the MCO rates.

Breast Cancer Screening (BCS)

This measure requires a two-year enrollment period, and therefore, was not reported by Humana-CareSource.

Annual Dental Visit-Total (ADV)

For this measure, the MCO-reported denominator was very close to the encounter-calculated denominator. The numerator for the encounter data rate was approximately 3500 points lower than the MCO-reported numerator, resulting in a much encounter-calculated lower rate and a statistically significant difference (over 40 percentage points) between the two rates.

LIMITATIONS

When reviewing the project findings, the following limitations should be noted:

- § Some discrepancies would be expected due to the time difference inherent in this project. The MCOs prepared their HEDIS® eligible populations and denominators early in 2014 and the numerators and rates in the second quarter of 2014 in order to report HEDIS® timely in June 2014. IPRO calculated the encounter-derived eligible populations, denominators, numerators and rates in November 2014, approximately 6 months later. Given the time difference, the enrollment data could have been updated and more claims could have been reported, thereby impacting the eligible populations/denominators.
- § For the Children's and Adolescents' Access to Primary Care Practitioners (CAP) measure, the codes to designate a Primary Care Physician (PCP) visit in the encounter system, used in the IPRO methodology, may have differed from the MCOs'.

DISCREPANCY SUMMARY

Below are the most often given responses provided by the MCOs for why the NCQA reported members do not match the members from the data warehouse.

Humana CareSource

Members only in HEDIS Denominator and not in KY Data Warehouse Denominator

HD3 - Other Retroactive eligibility activity (at the time of the HEDIS pull these members were eligible per the MCO).

Members only in KY Data Warehouse Denominator and not in HEDIS Denominator

KYD2 - Not continuously enrolled in MCO System.

KYD3 - Other w/explanation-MCO records show the member is included in the HEDIS Member Level Data denominator, however with a different ID.

Compliant Members only in HEDIS Numerator and not in KY Data Warehouse Numerator

HN1 - Denied by KY MMIS.

Compliant Members only in KY Data Warehouse Numerator and not in HEDIS Numerator

KYDN3 - Other w/ explanation-MCO did not have visit in claims system within required time period.

Passport Health Plan

Members only in HEDIS Denominator and not in KY Data Warehouse Denominator

HD2 - Confirmed eligibility (continuous enrollment, DOB and gender).

Members only in KY Data Warehouse Denominator and not in HEDIS Denominator

KYD3 - Other w/explanation-Reason Unknown.

Compliant Members only in HEDIS Numerator and not in KY Data Warehouse Numerator

HN5 - Other w/ explanation-Numerator specifications were met.

Compliant Members only in KY Data Warehouse Numerator and not in HEDIS Numerator

KYDN3 - Other w/ explanation-Reason Unknown.

WellCare of Kentucky

Members only in HEDIS Denominator and not in KY Data Warehouse Denominator

HD2 - Confirmed eligibility (continuous enrollment, DOB and gender).

Members only in KY Data Warehouse Denominator and not in HEDIS Denominator

KYD2 - Not continuously enrolled in MCO System.

Compliant Members only in HEDIS Numerator and not in KY Data Warehouse Numerator

HN2 - Not yet sent to KY MMIS.

HN1 - Denied by KY MMIS.

Compliant Members only in KY Data Warehouse Numerator and not in HEDIS Numerator

KYDN1 - Received after HEDIS deadline.

KYDN4 - Not a valid PCP type.

CoventryCares of Kentucky

Members only in HEDIS Denominator and not in KY Data Warehouse Denominator

HD2 - Confirmed eligibility (continuous enrollment, DOB and gender).

Members only in KY Data Warehouse Denominator and not in HEDIS Denominator

KYD3 - Other w/explanation. Dual Eligible and Medicare Primary Member not showing on Measure Report Medicare Primary.

KYD3 - Other w/explanation. Member Dental Measure Effective Date is 1/1/14.

KYD3 - Other w/explanation. Appears member was enrolled full year and falls within age range.

Compliant Members only in HEDIS Numerator and not in KY Data Warehouse Numerator

HN5 - Other w/ explanation. Found in MCO system.

HN4 - External Data Source.

Compliant Members only in KY Data Warehouse Numerator and not in HEDIS Numerator

KYDN1 - Received after HEDIS deadline.

NEXT STEPS

- IPRO will perform member-level drill down to look at eligibility discrepancy responses from the MCO's.
- IPRO will perform member level drill down to look at numerator events discrepancy responses from the MCO's.

Upon completion of the member level drill down, IPRO will provide DMS with sample files to review eligibility and numerator discrepancies.

REFERENCES

1. HEDIS® 2014 Volume 2: Technical Specifications, NCQA, 2013.

APPENDIX 1 – MCO Measure Benchmarking Figures

CoventryCares of Kentucky

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

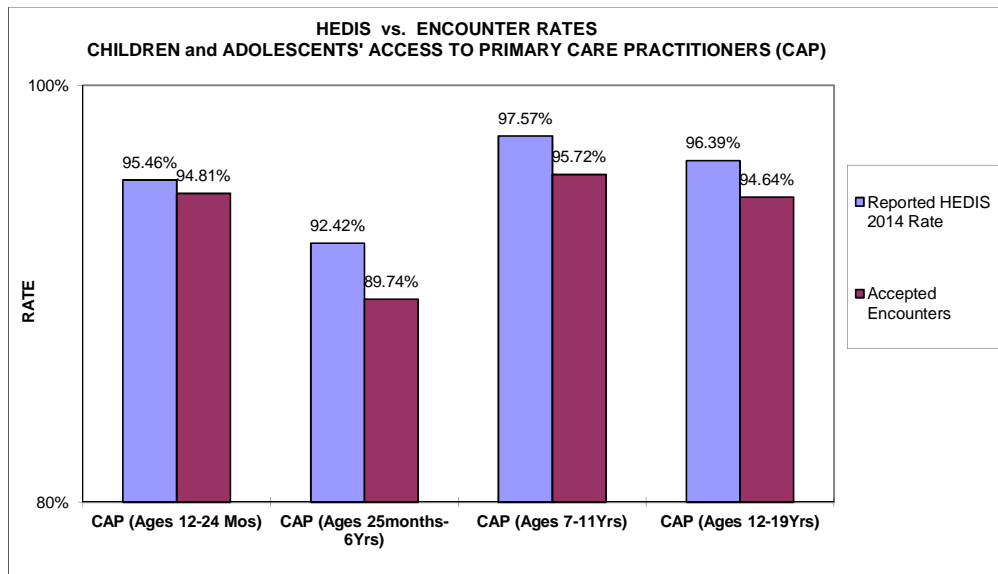
DATES OF SERVICE:

01JAN2013 - 31DEC2013

HEDIS[®] 2014 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	95.46%	94.81%	ns
CAP (Ages 25months-6Yrs)	92.42%	89.74%	ss
CAP (Ages 7-11Yrs)	97.57%	95.72%	ss
CAP (Ages 12-19Yrs)	96.39%	94.64%	ss

CAP (Ages 12-24 Mos)		
Denominator	6,189	6,259
Numerator	5,908	5,934
CAP (Ages 25M-6Yrs)		
Denominator	31,285	31,887
Numerator	28,914	28,615
CAP (Ages 7-11Yrs)		
Denominator	22,982	23,433
Numerator	22,423	22,430
CAP (Ages 12-19Yrs)		
Denominator	27,219	27,652
Numerator	26,237	26,170



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

4-Not Available.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

16-Oct-14

CoventryCares of Kentucky

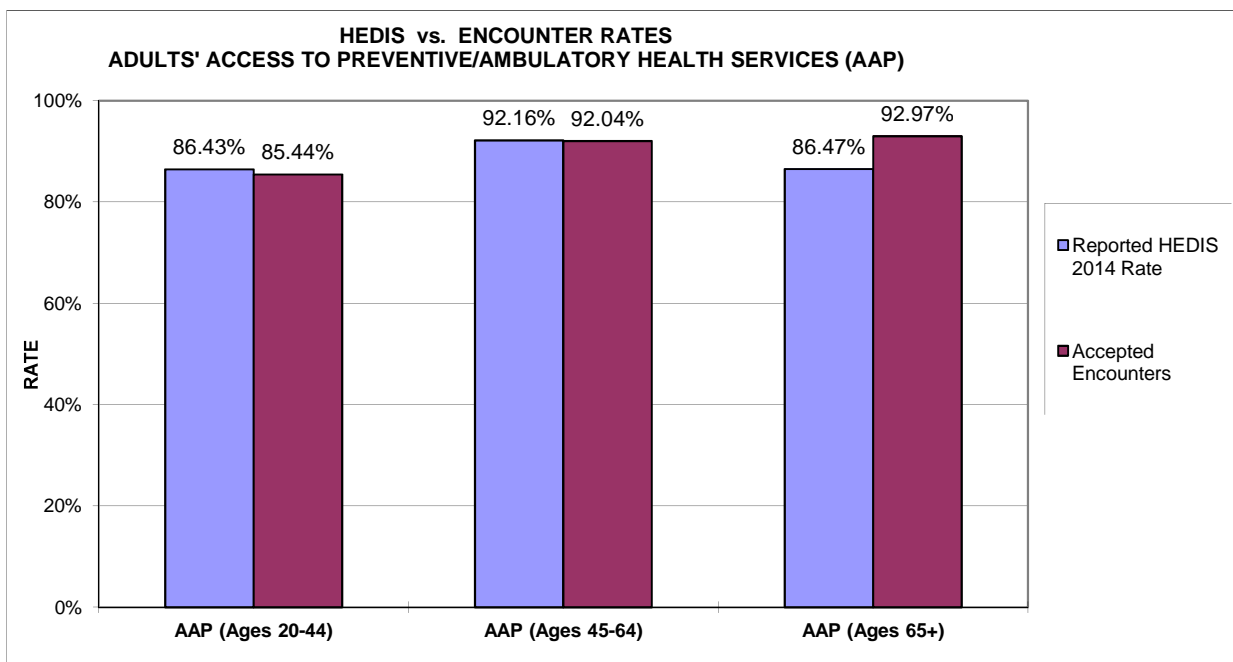
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS^â 2014 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	86.43%	85.44%	ns
AAP (Ages 45-64)	92.16%	92.04%	ns
AAP (Ages 65+)	86.47%	92.97%	ns

AAP (Ages 20-44)		
Denominator	18,596	23,928
Numerator	16,073	20,445
AAP (Ages 45-64)		
Denominator	11,637	19,213
Numerator	10,725	17,683
AAP (Ages 65+)		
Denominator	207	9,700
Numerator	179	9,018



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

24-Sep-14

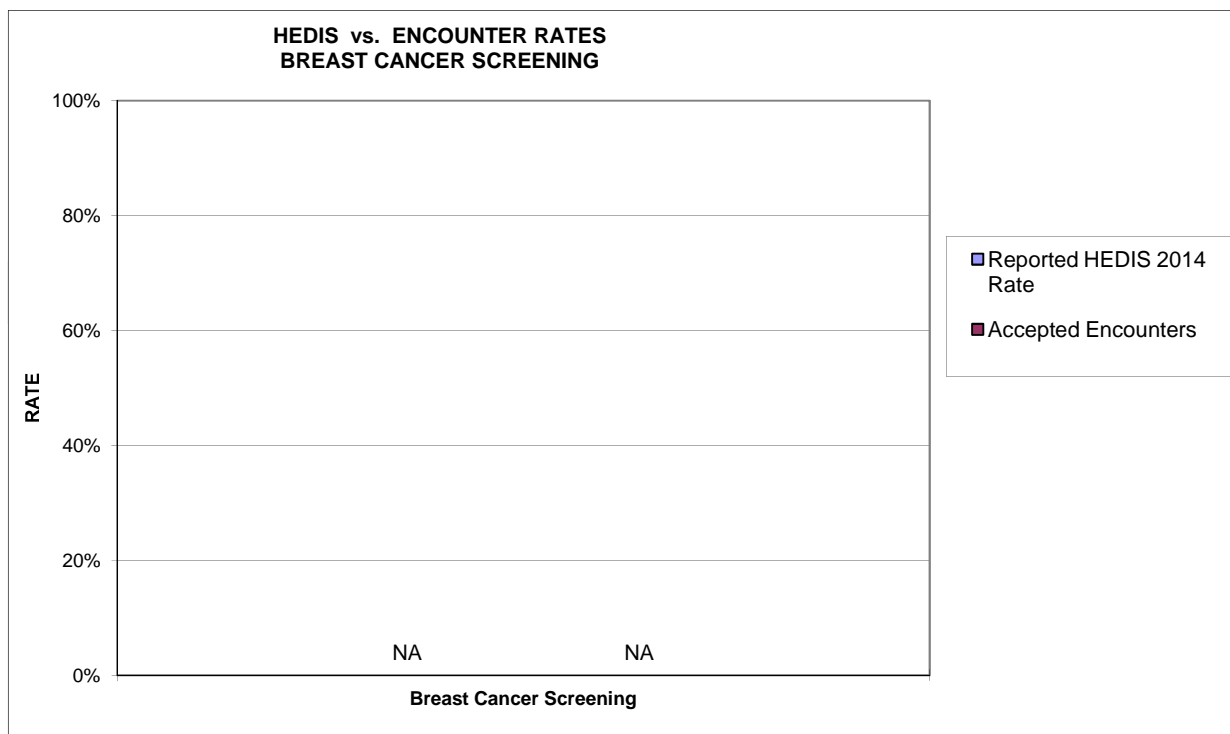
CoventryCares of Kentucky

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS® 2014 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	NA	NA	NA
Denominator	NA	NA	
Numerator	NA	NA	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

4-Not Available.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

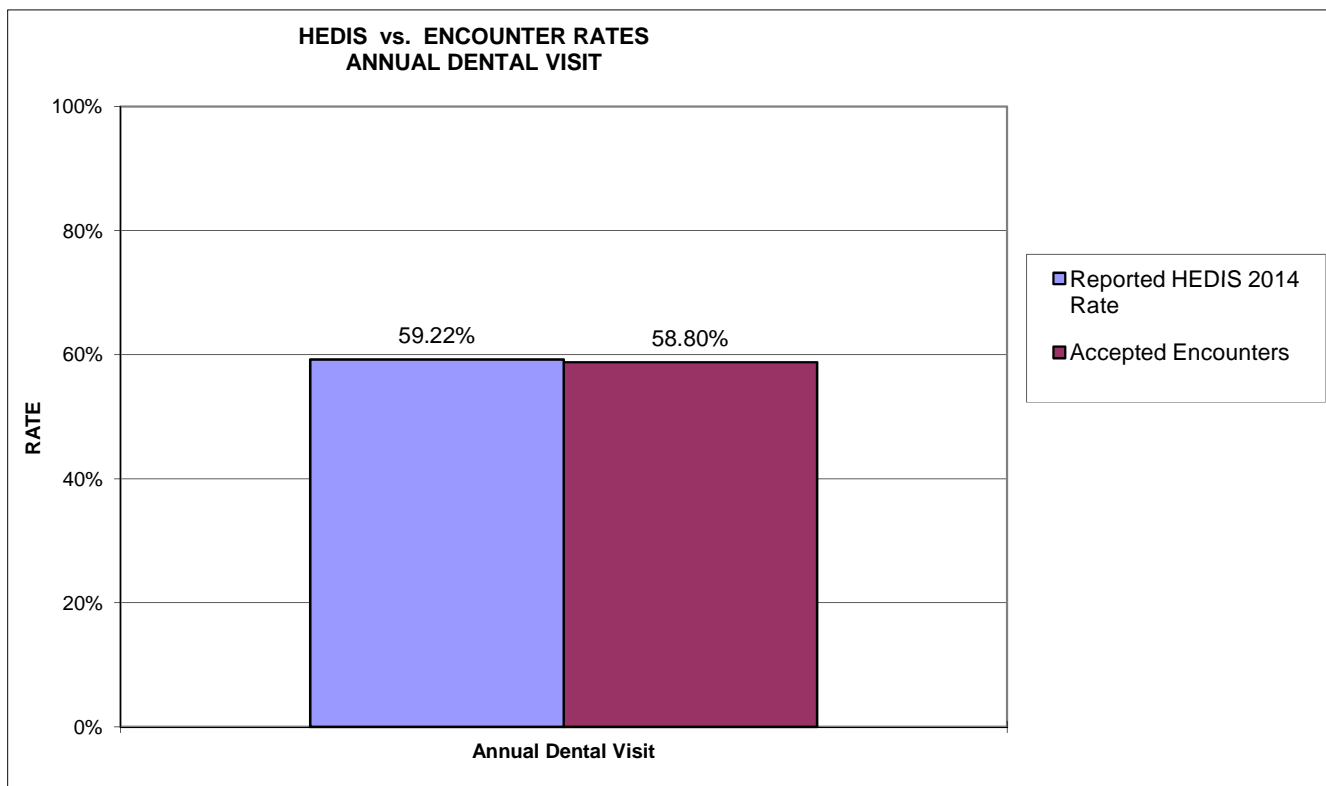
CoventryCares of Kentucky

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS® 2014 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	59.22%	58.80%	ns
Denominator	96,569	98,235	
Numerator	57,186	57,758	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 25-Sep-14

Passport Health Plan

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

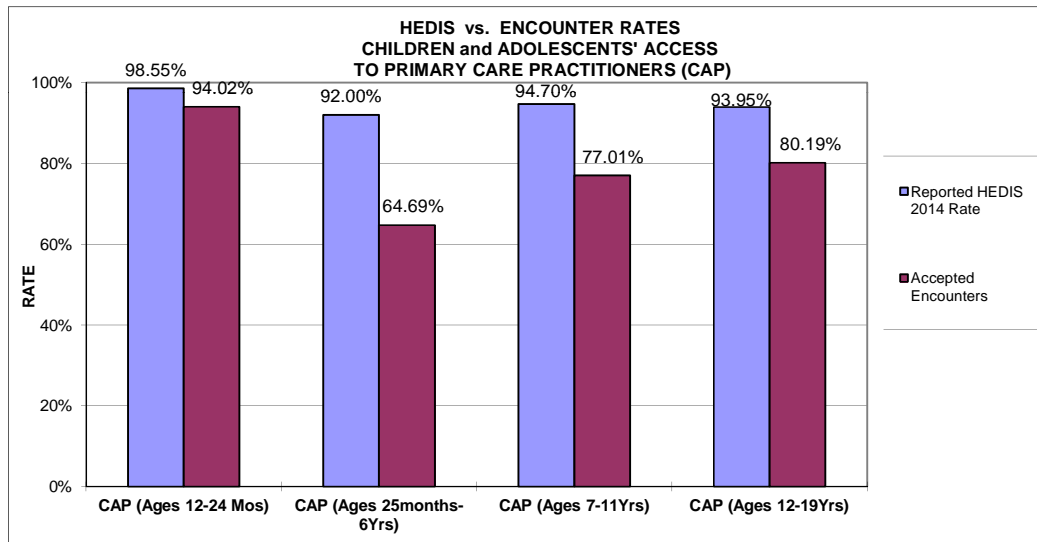
DATES OF SERVICE:

01JAN2013 - 31DEC2013

HEDIS^â 2014 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	98.55%	94.02%	ss
CAP (Ages 25months-6Yrs)	92.00%	64.69%	ss
CAP (Ages 7-11Yrs)	94.70%	77.01%	ss
CAP (Ages 12-19Yrs)	93.95%	80.19%	ss

CAP (Ages 12-24 Mos)		
Denominator	4,290	4,652
Numerator	4,228	4,374
CAP (Ages 25M-6Yrs)		
Denominator	18,263	24,693
Numerator	16,802	15,975
CAP (Ages 7-11Yrs)		
Denominator	14,173	18,198
Numerator	13,422	14,014
CAP (Ages 12-19Yrs)		
Denominator	16,745	20,510
Numerator	15,732	16,447



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

16-Oct-14

Passport Health Plan

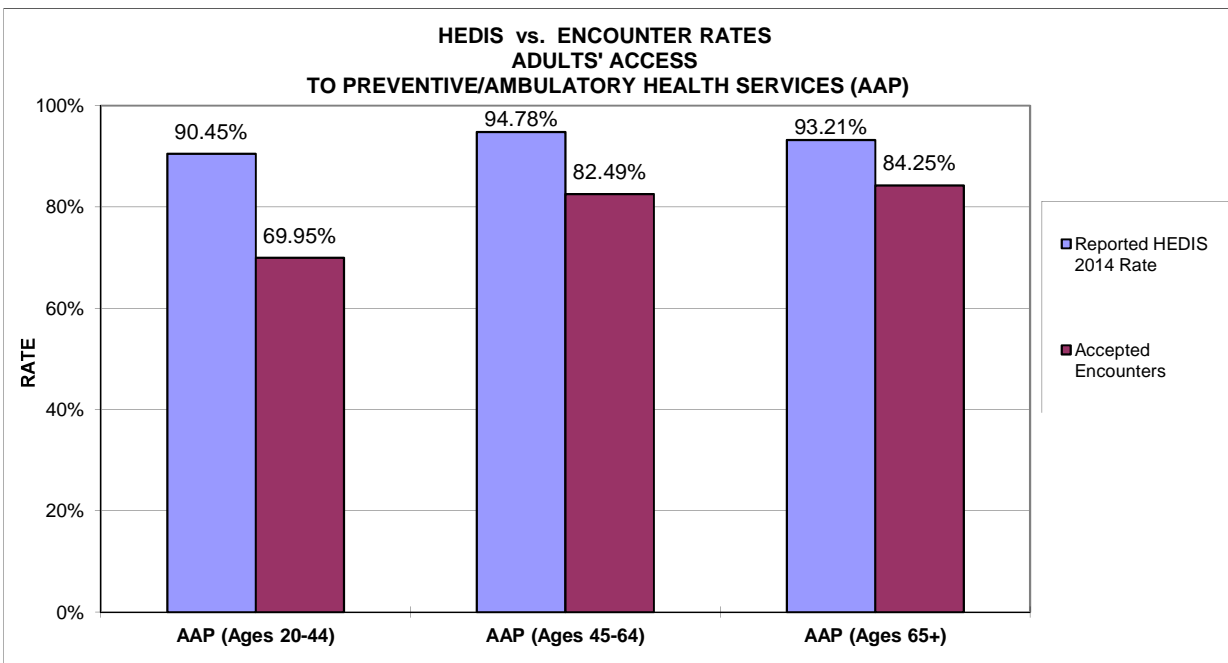
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS¹ 2014 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	90.45%	69.95%	ss
AAP (Ages 45-64)	94.78%	82.49%	ss
AAP (Ages 65+)	93.21%	84.25%	ns

AAP (Ages 20-44)		
Denominator	7,954	12,532
Numerator	7,194	8,766
AAP (Ages 45-64)		
Denominator	6,452	10,559
Numerator	6,115	8,710
AAP (Ages 65+)		
Denominator	162	3,842
Numerator	151	3,237



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 24-Sep-14

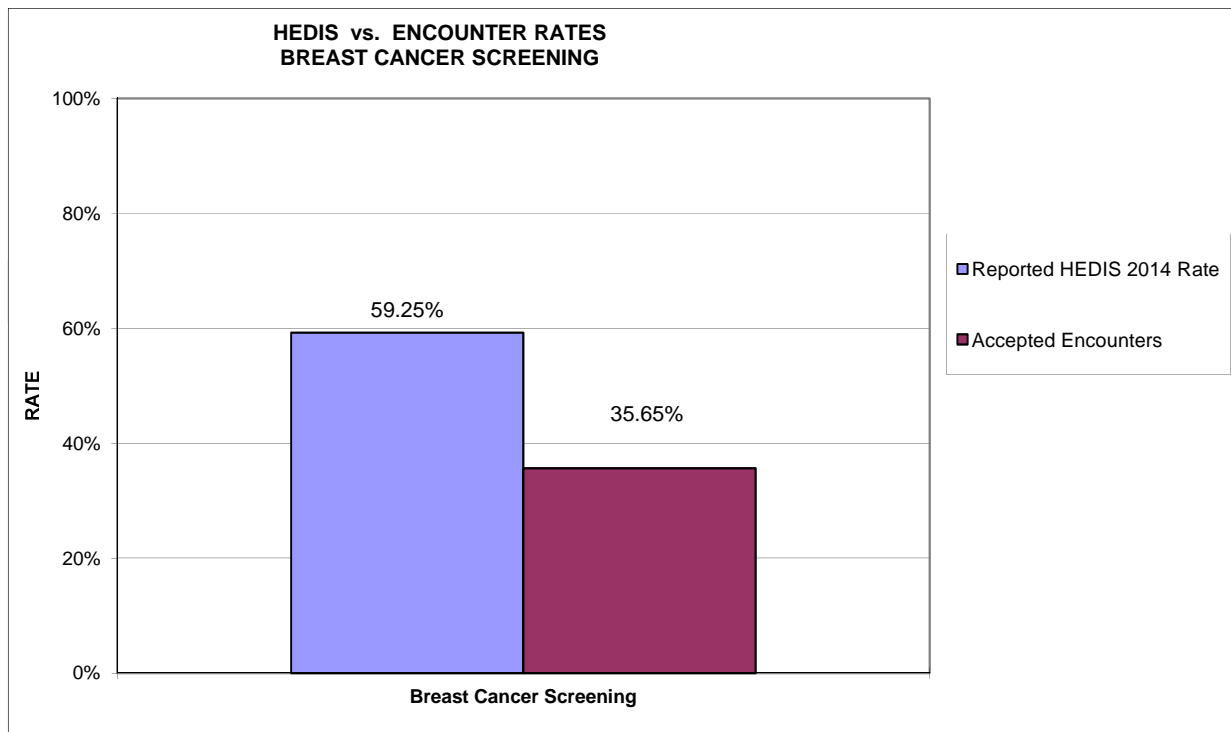
Passport Health Plan

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	59.25%	35.65%	ss
Denominator	2,329	9,347	
Numerator	1,380	3,332	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

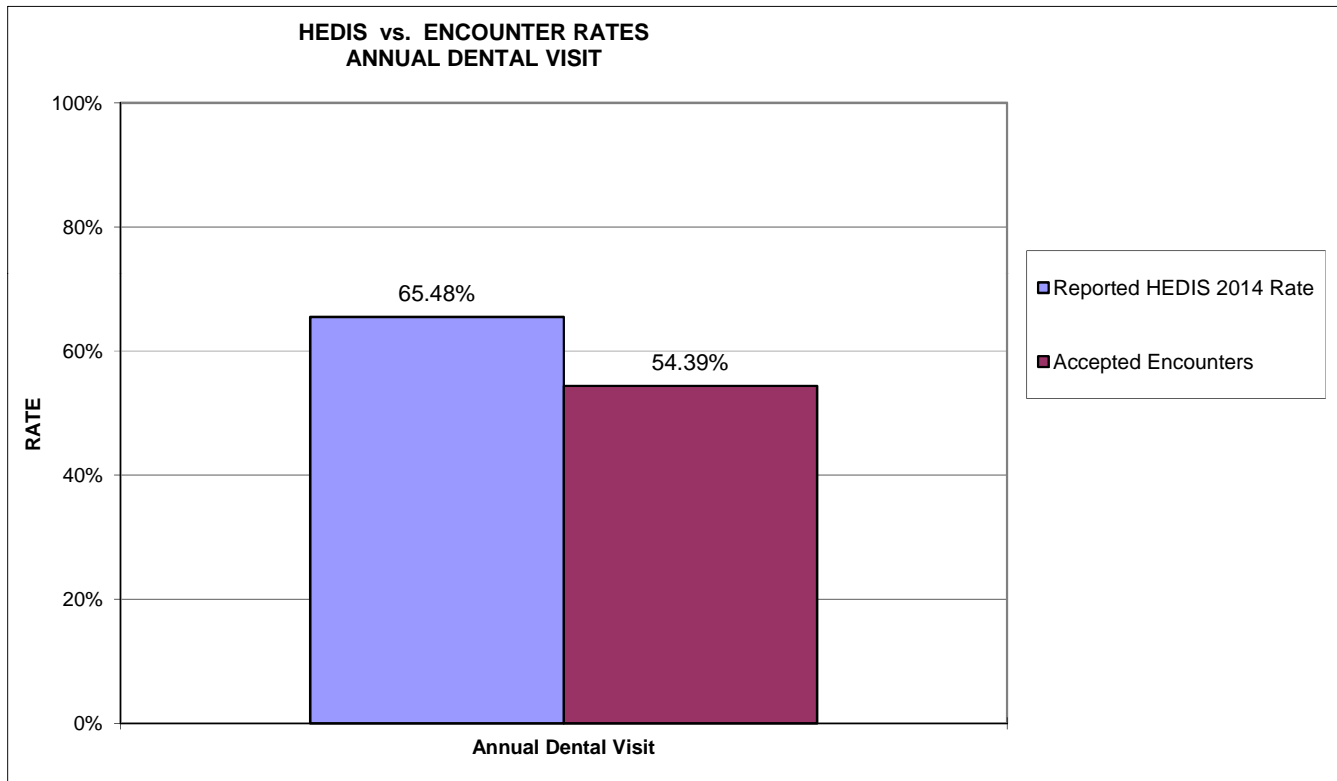
Passport Health Plan

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	65.48%	54.39%	ss
Denominator	55,829	69,402	
Numerator	36,556	37,748	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 25-Sep-14

WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

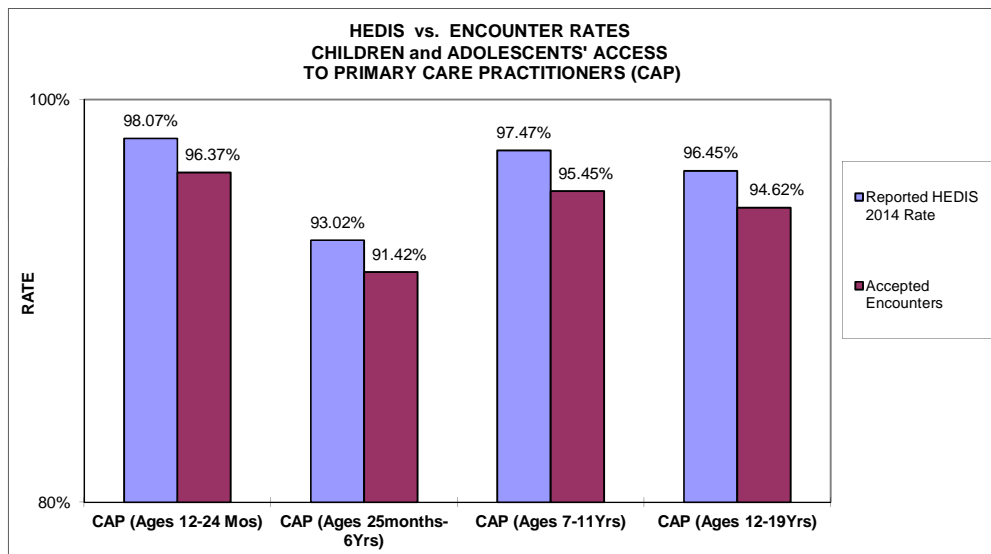
DATES OF SERVICE:

01JAN2013 - 31DEC2013

HEDIS[®] 2014 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	98.07%	96.37%	ss
CAP (Ages 25months-6Yrs)	93.02%	91.42%	ss
CAP (Ages 7-11Yrs)	97.47%	95.45%	ss
CAP (Ages 12-19Yrs)	96.45%	94.62%	ss

CAP (Ages 12-24 Mos)		
Denominator	8,126	8,494
Numerator	7,969	8,186
CAP (Ages 25M-6Yrs)		
Denominator	33,200	33,037
Numerator	30,881	30,203
CAP (Ages 7-11Yrs)		
Denominator	18,605	18,952
Numerator	18,135	18,090
CAP (Ages 12-19Yrs)		
Denominator	22,277	22,658
Numerator	21,487	21,440



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

4-Not Available.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

16-Oct-14

WellCare of Kentucky Inc.

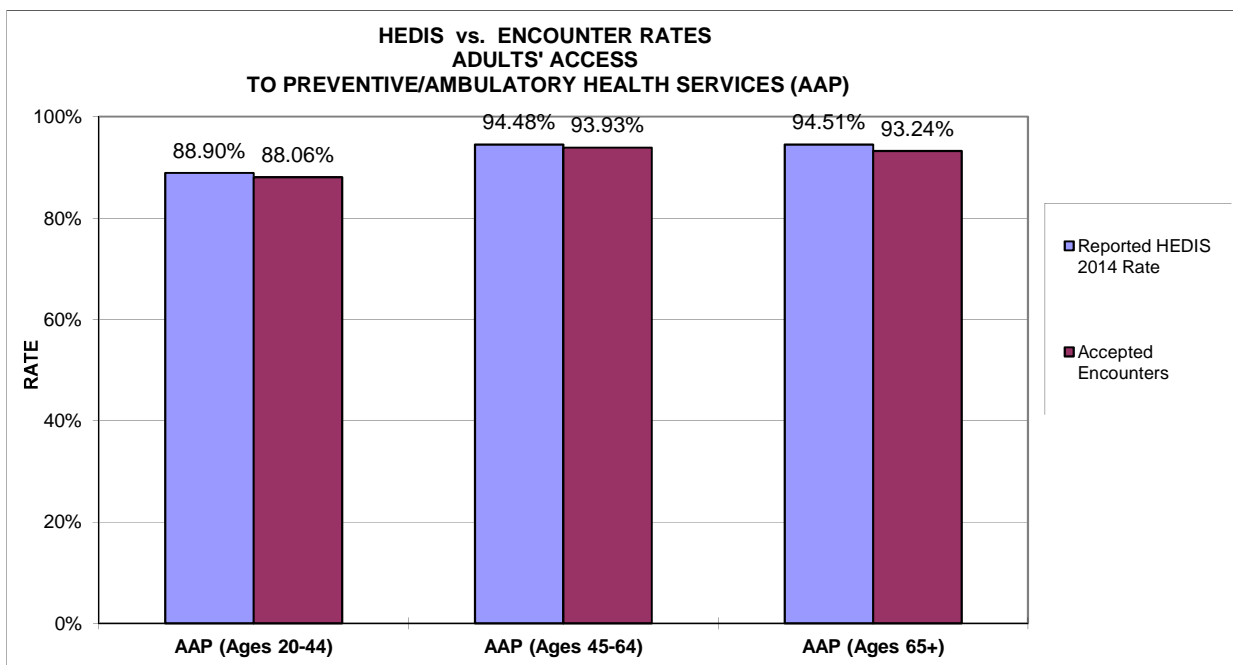
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS¹ 2014 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	88.90%	88.06%	ns
AAP (Ages 45-64)	94.48%	93.93%	ns
AAP (Ages 65+)	94.51%	93.24%	ss

AAP (Ages 20-44)		
Denominator	28,156	28,608
Numerator	25,031	25,193
AAP (Ages 45-64)		
Denominator	25,312	25,463
Numerator	23,914	23,918
AAP (Ages 65+)		
Denominator	9,307	9,354
Numerator	8,796	8,722



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 24-Sep-14

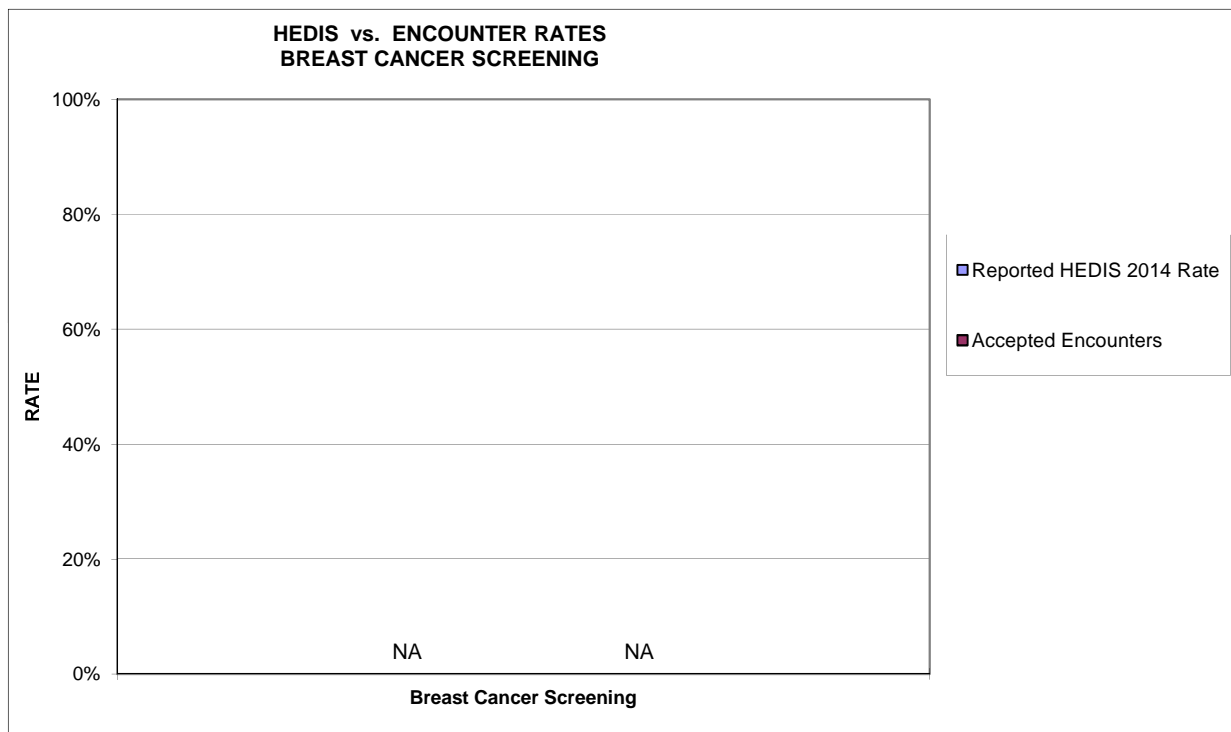
WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	NA	NA	NA
Denominator	NA	NA	NA
Numerator	NA	NA	NA



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

4-Not Available.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

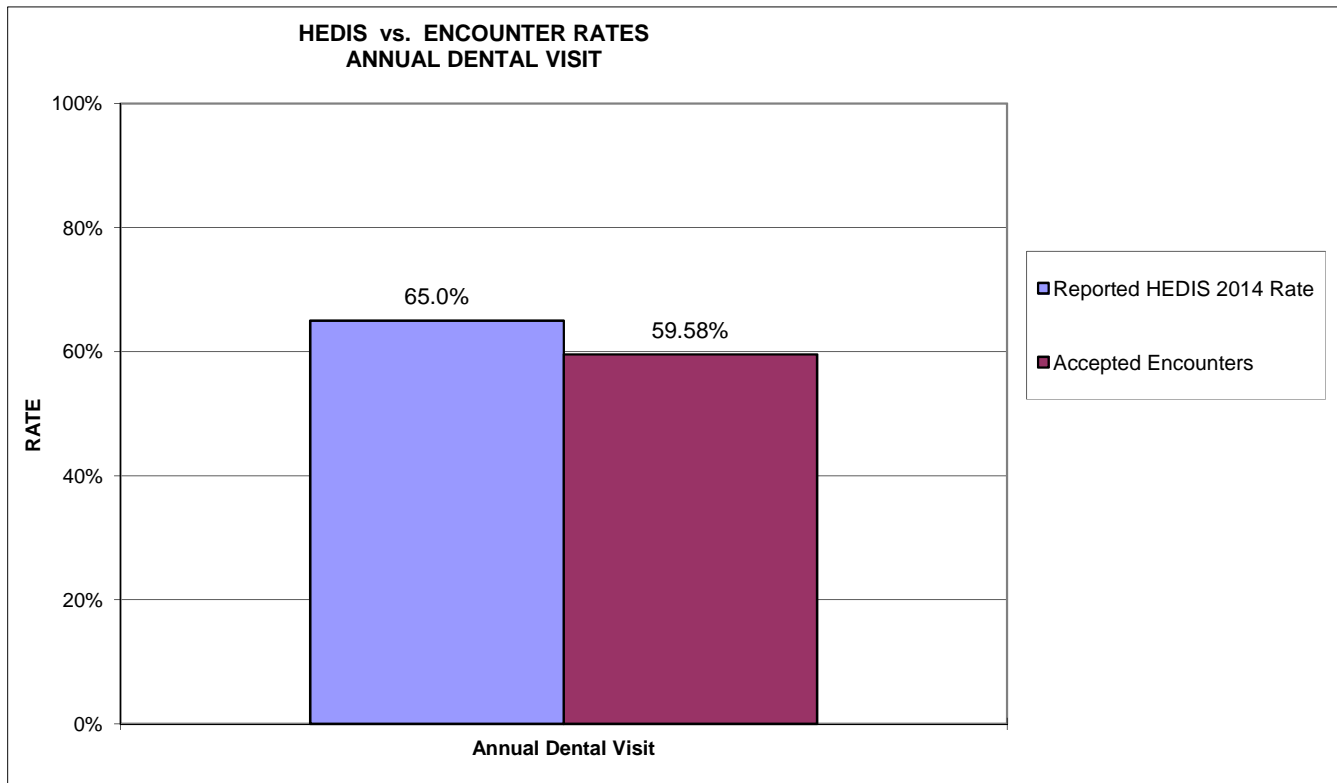
WellCare of Kentucky Inc.

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	65.0%	59.58%	ss
Denominator	105,124	107,669	
Numerator	68,333	64,148	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 25-Sep-14

Humana CareSource

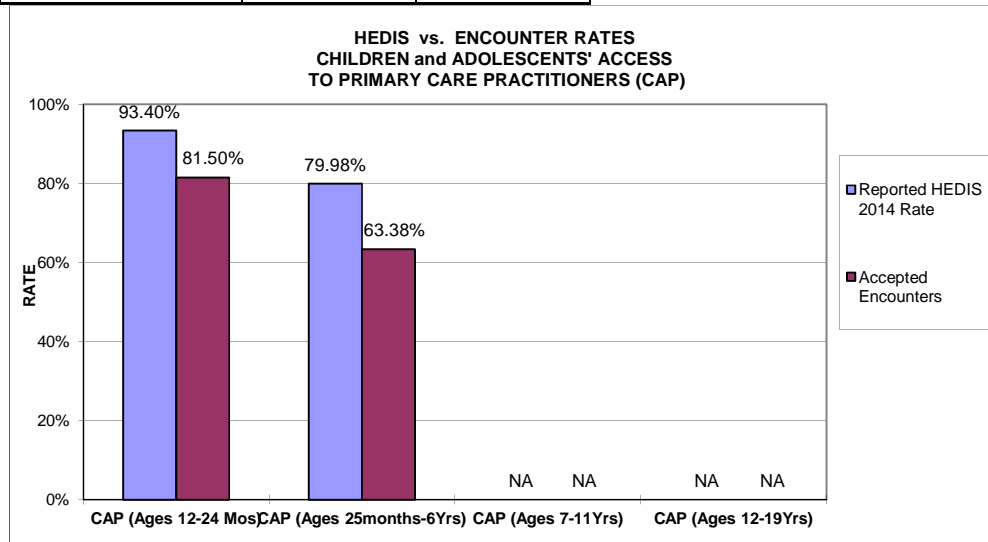
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 CHILDREN and ADOLESCENTS' ACCESS TO PRIMARY CARE PRACTITIONERS (CAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
CAP (Ages 12-24 Mos)	93.40%	81.50%	ss
CAP (Ages 25months-6Yrs)	79.98%	63.38%	ss
CAP (Ages 7-11Yrs)	NA	NA	NA
CAP (Ages 12-19Yrs)	NA	NA	NA

CAP (Ages 12-24 Mos)		
Denominator	530	546
Numerator	495	445
CAP (Ages 25M-6Yrs)		
Denominator	2,817	2,859
Numerator	2,253	1,812
CAP (Ages 7-11Yrs)		
Denominator	NA	NA
Numerator	NA	NA
CAP (Ages 12-19Yrs)		
Denominator	NA	NA
Numerator	NA	NA



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Age as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 16-Oct-14

Humana CareSource

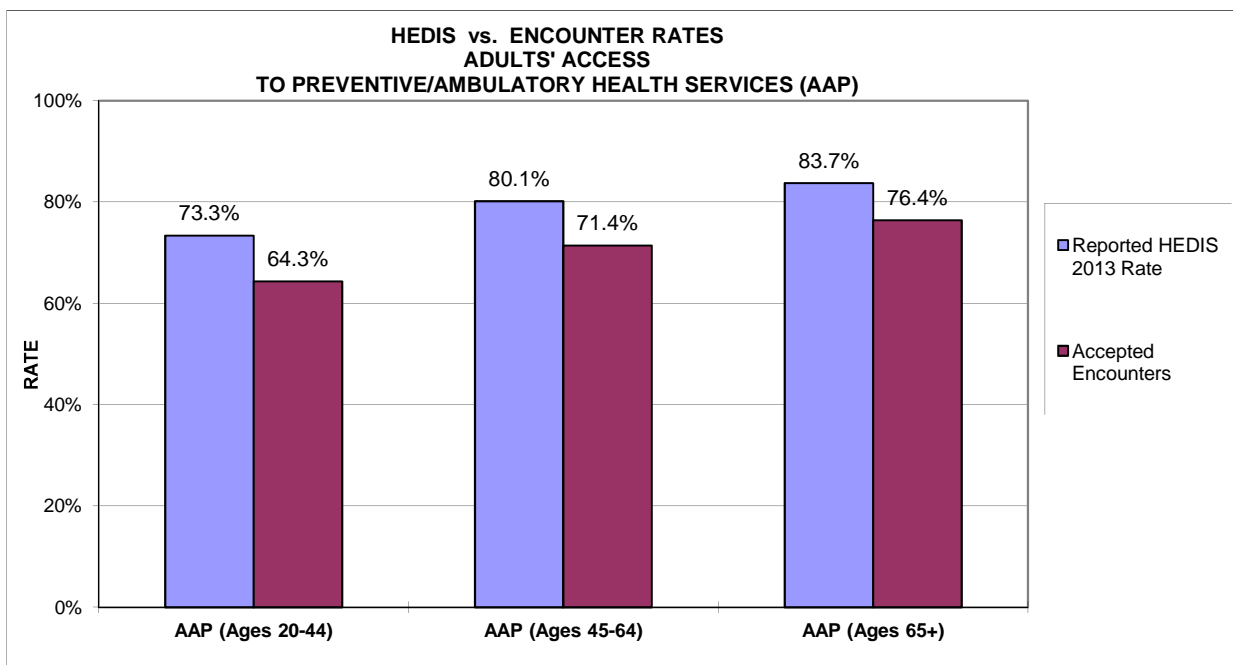
MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 ADULTS' ACCESS TO PREVENTIVE/AMBULATORY HEALTH SERVICES (AAP)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
AAP (Ages 20-44)	73.3%	64.3%	ss
AAP (Ages 45-64)	80.1%	71.4%	ss
AAP (Ages 65+)	83.7%	76.4%	ss

AAP (Ages 20-44)		
Denominator	1,621	1,623
Numerator	1,189	1,044
AAP (Ages 45-64)		
Denominator	1,086	1,080
Numerator	870	771
AAP (Ages 65+)		
Denominator	559	559
Numerator	468	427



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes adults ages 20-65+ as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

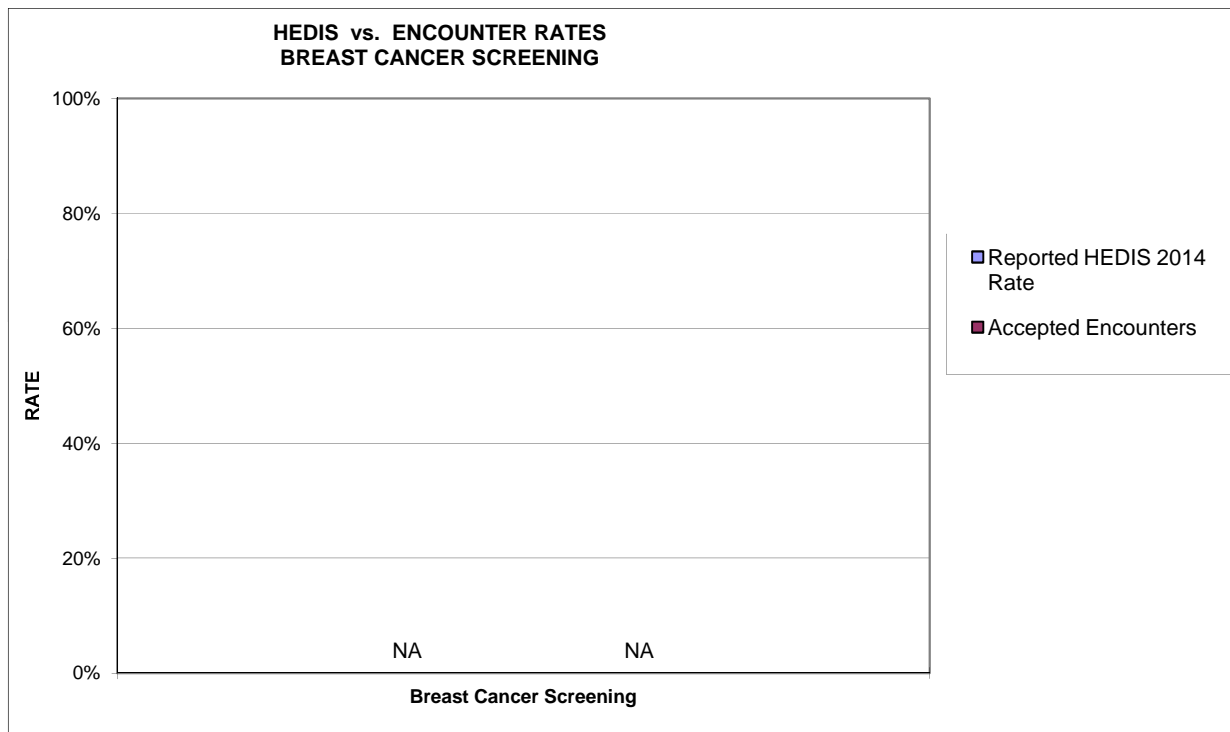
ISSUE DATE: 24-Sep-14

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS^â 2014 BREAST CANCER SCREENING (BCS)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Breast Cancer Screening	NA	NA	NA
Denominator	NA	NA	
Numerator	NA	NA	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes women ages 42-69 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE: 9-Jul-14

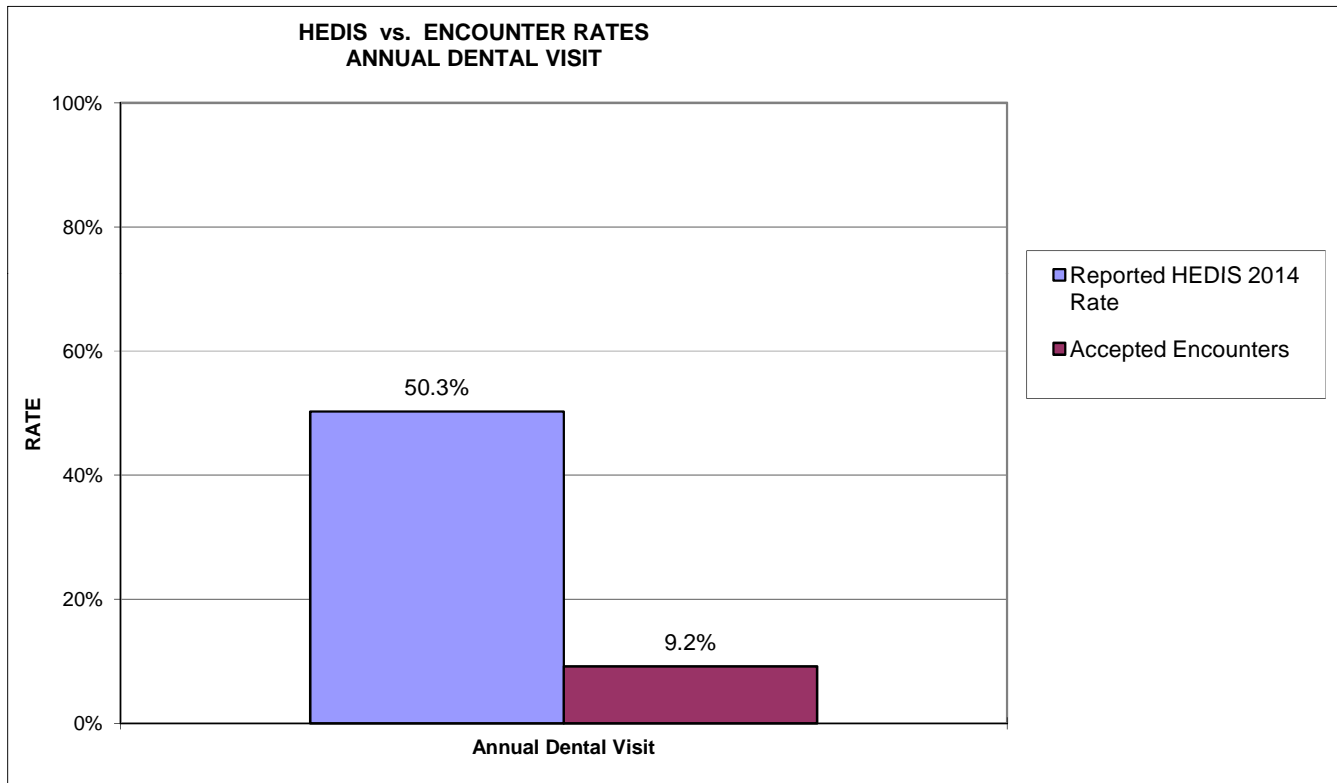
Humana CareSource

MCO HEDIS Rates - Plan Reported Versus Calculated Using Encounter Data

DATES OF SERVICE: 01JAN2013 - 31DEC2013

HEDIS[®] 2014 ANNUAL DENTAL VISIT (ADV)

Measure	MCO HEDIS 2014 (MY 2013) ¹	MCO Encounter (MY 2013) ²	Comparison of HEDIS to Encounter Rates ³
Annual Dental Visit	50.3%	9.2%	ss
Denominator	8,556	8,669	
Numerator	4,300	797	



1-Rate reported for HEDIS 2014 by MCO.

2-Rate calculated from encounters submitted by MCO.

3-ss=statistically significant difference, ns=not statistically significant difference.

NOTE: Includes members who turned 2-21 years as of December 31 of the measurement year.

No more than a one month gap in enrollment during the measurement year

ISSUE DATE:

25-Sep-14

APPENDIX 2 – MCO Member Level Discrepancy Summary

Humana CareSource - Member Level Comparison

<u>Measure</u>	<u>File</u>	<u>Reason</u>	<u>Explanation</u>	<u>Qty</u>
<u>AAP</u>	Den_HEDIS	HD3 - Other Retroactive eligibility activity	At the time of the HEDIS pull, member was eligible	25
	Den_KYDW	KYD1 - DOB outside of age criteria in MCO System		2
		KYD2 - Not continuously enrolled in MCO System		16
		KYD3 - Other w/explanation	Our records show the member is included in the HEDIS Member Level Data denominator. Different IDs	7
	Num_HEDIS	HN1 - Denied by KY MMIS	Encounter Rejected	20
		HN5 - Other w/ explanation	Date of Service in claims system	5
	Num_KYDW	KYDN3 - Other w/ explanation	MCO does not show visit in 2013	25
<u>ADV</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Member had a gap in eligibility but it was less than 45 days	4
		HD3 - Other Retroactive eligibility activity	Member was eligible at the time of the HEDIS pull	19
		HD4 - Other w/explanation	Member's DOB is updated after HEDIS pull	2
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System	At the time of the HEDIS pull member's eligibility ended	7
		KYD3 - Other w/explanation	Our records show the member is included in the HEDIS Member Level Data denominator under a different Medicaid ID	18
	Num_HEDIS	HN1 - Denied by KY MMIS		24
		HN5 - Other w/ explanation	No explanation provided	1
	Num_KYDW	KYDN3 - Other w/ explanation	Humana - CareSource shows that the visit was not within the measurement year	25
<u>CAP</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Valid Denominator	1
		HD3 - Other Retroactive eligibility activity	Member retro term'd after HEDIS pull	12
		HD4 - Other w/explanation	Member DOB updated after HEDIS pull	2
		HD4 - Other w/explanation	Members eligibility gap was less than 45 days.	3
	Den_KYDW	KYD1 - DOB outside of age criteria in MCO System	Incorrect DOB Prior to HEDIS Pull	1
		KYD2 - Not continuously enrolled in MCO System	At the time of the HEDIS pull member was not eligible, retro eligibility	9
		KYD3 - Other w/explanation	Our records show the member is included in the HEDIS Member Level Data denominator under a different Medicaid ID.	15
	Num_HEDIS	HN1 - Denied by KY MMIS		21
		HN5 - Other w/ explanation	Date of Service provided for 2013 visit.	4
	Num_KYDW	KYDN3 - Other w/ explanation	Visit did not occur in 2013.	17
		KYDN3 - Other w/ explanation	Per our HEDIS auditor recommendation, effective 9/9/2014, Humana - CareSource now includes AH as a valid PCP type.	7
		KYDN4 - Not a valid PCP type.	Visits performed by Provider Types AL and SP- Allergy & Immunology and Pediatric Surgery	1

PHP

Passport Health Plan - Member Level Comparison

<u>Measure</u>	<u>File</u>	<u>Reason</u>	<u>Explanation</u>	<u>Qty</u>
<u>AAP</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	No gaps in enrollment.	10
		HD4 - Other w/explanation	Sent to HEDIS vendor for research. Initial findings show gaps in enrollment, however retro-activity may be involved	8
	Den_KYDW	KYD3 - Other w/explanation	Medicaid ID not on file	5
		KYD3 - Other w/explanation	No Reason	19
		KYD3 - Other w/explanation	Member is present in PHP Denominator. (IDs off by 1 character)	1
	Num_HEDIS	HN5 - Other w/ explanation	Numerator Specifications were met	24
	Num_KYDW	KYDN3 - Other w/ explanation	Reason Unknown	20

<u>ADV</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Member met enrollment criteria	17
		HD4 - Other w/explanation	Sent request to HEDIS vendor to research. Initial findings show member was disenrolled however there may be retro-activity involved	7
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System	Disenrolled more than 45 days	2
		KYD3 - Other w/explanation	Medicaid ID not on file	9
		KYD3 - Other w/explanation	Reason unknown.	14
	Num_HEDIS	HN5 - Other w/ explanation	Numerator Specifications were met	24
	Num_KYDW	KYDN3 - Other w/ explanation	Reason Unknown	25

<u>CAP</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Members met enrollment criteria.	16
		HD4 - Other w/explanation	Sent request to HEDIS vendor to research. Initial findings show member was disenrolled , however there may be retro-activity involved	8
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System	Disenrolled more than 45 days	1
		KYD3 - Other w/explanation	Reason unknown, sent to HEDIS vendor to research	17
		KYD3 - Other w/explanation	Medicaid ID not on file	7
	Num_HEDIS	HN5 - Other w/ explanation	Numerator Specifications were met	24
	Num_KYDW	KYDN3 - Other w/ explanation	Reason Unknown	25

WellCare of Kentucky - Member Level Comparison

Measure	File	Reason	Explanation	Qty
AAP	Den_HEDIS	HD1 - Retroactive disenrollment -- Medicare Dual Elig		10
		HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)		8
		HD3 - Other Retroactive eligibility activity		7
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System		18
		KYD3 - Other w/explanation	WellCare's HEDIS software is showing that this member was included in the HEDIS denominator, which does not match the Medicaid ID listed here	6
		KYD3 - Other w/explanation	In WellCare's NCQA-certified HEDIS software (Inovalon), if any one member has more than 20,000 events during the measurement year, that member is excluded by the software from all denominators for all measures. This member had 33,480 events in the measurement year. There were 87 members enrolled with WellCare of Kentucky affected by this issue	1
	Num_HEDIS	HN1 - Denied by KY MMIS		3
		HN2 - Not yet sent to KY MMIS		17
		HN3 - Should not be sent to KY MMIS		2
		HN5 - Other w/ explanation	Claim was sent to KY MMIS and was accepted	3
Num_KYDW	KYDN1 - Received after HEDIS deadline		14	
	KYDN2 - Not valid HEDIS Proc/Diag Code		10	
	KYDN3 - Other w/ explanation	No professional or institutional claims with DOS in 2013 are showing in WellCare's claims system	1	

ADV	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)		20
		HD3 - Other Retroactive eligibility activity		5
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System		25
	Num_HEDIS	HN1 - Denied by KY MMIS		1
		HN2 - Not yet sent to KY MMIS		22
		HN3 - Should not be sent to KY MMIS		1
	Num_KYDW	KYDN1 - Received after HEDIS deadline		25

CAP	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)		17
		HD3 - Other Retroactive eligibility activity		8
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System		24
		KYD3 - Other w/explanation	In WellCare's NCQA-approved HEDIS software (Inovalon), if any one member has more than 20,000 events during the measurement year, that member is excluded by the software from all denominators for all measures. This member has more than 34,771 events in the measurement year. There were 87 members enrolled with WellCare of Kentucky affected by this issue during HEDIS 2014	1
	Num_HEDIS	HN1 - Denied by KY MMIS		10
		HN2 - Not yet sent to KY MMIS		3
		HN5 - Other w/ explanation	Claim was sent to KY MMIS and was accepted	12
	Num_KYDW	KYDN2 - Not valid HEDIS Proc/Diag Code		1
		KYDN4 - Not a valid PCP type.		24

CoventryCares of Kentucky - Member Level Comparison

<u>Measure</u>	<u>File</u>	<u>Reason</u>	<u>Explanation</u>	<u>Qty</u>
<u>AAP</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Member showed as Non-Compliant at time of our report	23
		HD3 - Other Retroactive eligibility activity		2
	Den_KYDW	KYD3 - Other w/explanation	Dual Eligible and Medicare Primary	25
			Member not showing on Measure Report Medicare Primary	
	Num_HEDIS	HN5 - Other w/ explanation	Found in our DW	24
	Num_KYDW	KYDN1 - Received after HEDIS deadline		25

<u>ADV</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)	Member showing Non-Compliant at time of our Report	10
		HD3 - Other Retroactive eligibility activity		9
		HD4 - Other w/explanation	Member not showing on our Measure Report	6
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System		2
		KYD3 - Other w/explanation	Member Dental Measure Effective Date is 1/1/14	23
	Num_HEDIS	HN4 - External Data Source	Showing as Foreign Claim	25
	Num_KYDW	KYDN1 - Received after HEDIS deadline		25

<u>CAP</u>	Den_HEDIS	HD2 - Confirmed eligibility (continuous enrollment, DOB and gender)		19
		HD3 - Other Retroactive eligibility activity		4
		HD4 - Other w/explanation	Member not showing on our Measure Report	2
	Den_KYDW	KYD2 - Not continuously enrolled in MCO System		2
			Appears member was enrolled full year and falls within age range Does not show on Report	
		KYD3 - Other w/explanation		23
	Num_HEDIS	HN5 - Other w/ explanation	Found in our DW	25
	Num_KYDW	KYDN1 - Received after HEDIS deadline		25